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Form PTO-1449 (Modified)	003944.P013X	Serial No. 10/757,087
List of Patents & Publications Statement	Applicant: Jerry Iggul	den et al.
(Use several sheets if necessary)	Filing Date: January 13, 2004	Group No.: 3661

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		NBX Corporation, <i>Product Solutions; NBX NetSet Application Notes; NBX NetSett</i> Administration Utility, website printout, December 14, 1998.
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•	AN							
	AO							
	ÁΡ							
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SW	AS	Personalized Customer Service in Focus – The Interview on ConnectedService, Hans-Jürgen Kiening, Wolfgang Kasser and Andreas Binderberger
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	CG	6,415,023	07/2002	Iggulden			
	CH	6,483,906	11/2002	Iggulden et al.			
	CI	6,505,243	01/2003	Lortz			
	CJ	6,704,401	03/2004	Piepho et al.			
	CK	2002/0097851	07/2002	Daum et al.			
827	CL	2002/0196158	12/2002	Lee			

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